Consolidated Technology Services • WA

Service Inquiry
Wi-Fi

November 19, 2012

Business Driver

In recent months a number of state agencies have expressed an interest in implementing wireless networking (Wi-Fi) at their buildings. During that time, a handful of agencies have installed or are in the process of installing their own standalone Wi-Fi infrastructures at their locations.

Consolidated Technology Services (CTS) has performed research into various Wi-Fi offerings, as well as recent implementations of Wi-Fi by other agencies, and is moving forward with a Wi-Fi Proof of Concept (POC) project. This project will be limited in scope with the end-goal being the standing up of a state-wide Wi-Fi service offering for the benefit of all agencies.

Overview and Potential Benefits

- Cisco based
- Service Provider design and architecture
- Integration with CTS Active Directory
- Identity based logon (Similar to current OWA)
- Connectivity at each end-point will support (3) types of users:
    - Secure Local Agency
    - Secure Roaming User
    - Non-Secure Guest
- Only Access-Points and Security Tokens will be required for CTS customers to establish connectivity.
- Uses the agencies local existing MPLS connection for connectivity.
- Customer on-site installation provided by Cisco partners.
- Fixed rate for service.

CTS Effort to Deploy:

CTS will team with Cisco and their partners to stand up a POC for CTS in the first quarter of 2013. This will include the installation and configuration of the core equipment including: wireless controllers, identity engines, EAD integration, limited access points in the 1500 Jefferson and OB2 buildings.

Once initial installation and configuration are complete, CTS will test and refine the system to meet security and service requirements. Once security and service requirements are satisfied, CTS will team with (2) customer agencies on the capitol campus to deploy and test full enterprise wireless connectivity. This will be tentatively scheduled for the second quarter of 2013.

After the completion of the enterprise installation and testing with the (2) customer agencies, CTS will stand up a fully functional wireless service offering for the benefit of all agencies.

Estimated Time to Implement: 6-9 months (Summer of 2013)

Deployment:

Initial user wireless service will be offered and implemented on the capitol campus and its associated buildings, as well as the Olympia, Tumwater and Lacey areas currently served by the SMON (State Metropolitan Optical Network). Wireless installations at agency buildings will be performed and supported by Cisco partners.

Processes and Custom Templates:

Wireless connectivity will be standardized across all customers served and templates will be created with enterprise connectivity standardized at all customer locations served.

CTS Support and Maintenance Responsibilities:

CTS will support and maintain the core wireless infrastructure up to and including the router service port on the customer site router. Support and maintenance costs for all CTS hosted Core Wireless equipment will be included in the CTS service rate.

Agency Support and Maintenance Responsibilities:

CTS will establish a process for customers via Cisco resellers and their partners to provide for turn-key installations to include site surveys, purchase, installation and maintenance of access points (AP's) and any configuration of the AP's required for connectivity.

Customer agencies will be responsible for the purchase, installation and maintenance of the Cisco wireless access points at their agency locations, as well as any associated power (POE), and/or cabling required. The Cisco AP's are wireless mesh capable and require only power if desired. Additionally, customers will need to have an available Ethernet port on their MPLS connected router for one of the AP's to connect to.

Client Installation and Troubleshooting

Client (Access Point) installation and on-site troubleshooting of AP's will be the responsibility of the customer agency. Any troubleshooting and/or configuration of core components, up to and including the customer MPLS router port configuration will be performed by CTS.

User Training:

It is anticipated that minimal user training will be required. User logons will be standardized and perform similarly to current OWA connectivity and access.

Estimated Cost:

One-Time CTS Hosted Infrastructure Cost: $190K

Support Costs: $95K/yr. (Includes ½ FTE and Maintenance costs)

Monthly Service Charge: TBD